

## **Article from: JUNE 20, 1997 ~ Gulf Defender**

### **Tyndall Programs Win State Quality Awards**

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The state of Florida has recognized two Tyndall programs for excellence in quality, efforts to continuously improve and being a role model for others. The state awarded the Gold Way Initiative and the Environmental Restoration Program With the Governor's Sterling Quality Achievement Award May 30. Tyndall was one of four federal agencies to receive a Sterling Award. Eight other state offices were also given the honor. The Gold Way team is composed of members from the 325th Logistics Group quality support flight. They are a group of maintenance specialists who optimize Air Force combat capability by reducing material costs through various aircraft maintenance repair and productivity programs.

With Tyndall's environmental restoration program, the mission is to identify and investigate waste disposal release sites, resulting from past Air Force practices, and take measures to mitigate or prevent, as appropriate, environmental contamination. It does so in cooperation with both state and federal environmental regulatory agencies and any and all stakeholders (natural resource trustees and community groups or individuals), as appropriate. The goal of the Sterling Award is to improve quality throughout standards for organizational excellence in major sectors of the state's economy. The award is designed not only to recognize organizations that are leaders in quality and can serve as role models for others, but also to provide a self-assessment opportunity that can help organizations optimize their operations and results.

Sterling examiners used seven criteria to find their winners. They include: leadership, information and analysis, strategic planning, human resource excellence, process management, performance results and customer focus and satisfaction. Within those categories, 24 sub-categories are also evaluated, with each category given a number of points toward an overall score. The Governor's Sterling Award process is in its fifth year.

Each examiner independently evaluated the 325th Fighter Wing using a baldrige-type scoring system developed and refined for the Sterling Award process. The Baldrige system is the benchmark for evaluating systems within the civilian community.

Each item was discussed until the team reached agreement on the comments and came to a consensus on the score.

The award examination is based upon criteria that set a quality excellence standard for organizations seeking the highest levels of overall quality performance and service delivery. The examination addresses all key requirements to achieve quality excellence as well as how they interrelate. The examination focuses not only on results, but also on the conditions and processes that lead to results.

The committee issued a feedback report to Tyndall after the judgment Period ended. In the executive summary, examiners made key findings. They included:

"There is a strong leadership team with vision and values..."

"Well-being Programs are extensive and show concern for the proper care of employees at the Air Force base. Training and development for base personnel are widely available and encouraged."

"The design and operation of training Programs for the F-15 pilot and related Programs exhibit sound and systematic approaches using advanced teaching techniques. Customer satisfaction approaches for the main products are fully developed and deployed."